

C. Remarks

In the office action claims 18 and 19 were rejected under 35 U.S.C. §101, as being directed to non-statutory subject matter. Claims 1, 7, 9, 14-16 and 18 were rejected under 35 U.S.C. §102(b) as being anticipated by Horowitz. Claims 2-4, 8, 10, 12 and 13 were rejected under 35 U.S.C. §102(b) as being anticipated by Horowitz in light of Dessloch. Claims 5, 6, 11, 17 and 19 were rejected under 35 U.S.C. §103(a) as being anticipated by Horowitz in light of Dessloch.

C.1. Rejection under 35 U.S.C. § 101

In the office action, claims 18 and 19 were rejected under 35 U.S.C. § 101 as being directed to non-statutory subject matter.

Claim 18 has been amended by incorporating the statement "*being disposed on a computer readable medium, the computer program*", to direct claim 18 at an article of manufacture, which falls within the statutory category. Claim 19 depends on claim 18 and is also now in an allowable form.

C.2. Rejection under 35 U.S.C. § 102

In the office action, claims 1, 7, 9, 14-16 and 18 were rejected under 35 U.S.C. § 102(b) as being anticipated by Horowitz. Further claims 2-4, 8, 10, 12 and 13 were rejected in light of the combined features of Horowitz and Dessloch.

The applicant has amended claims 1, 9 and 14, and submits that the claims are allowable, as set forth herein below.

Claim 1 has been amended by incorporating the statements "*the plurality of disparate data sources comprising an archive database and a current database*" and "*at least one of*". The amended claim thus recites the concept of *archive and current* databases. The archive and current databases can either be accessed *independently* in independent mode or *simultaneously* in simultaneous mode.

Attention is respectfully directed to the following features of claim 1:

a) identifying the mode in which access to the plurality of data sources is required, the mode being either simultaneous or independent access to the data sources.

Clause (a) of claim 1 describes identification of the mode of access to the data sources. The mode of access may be independent or simultaneous mode. Horowitz does not teach or suggest identification of the *independent or simultaneous* modes of access to the data sources. Horowitz merely teaches identification of the ways in which a customer interacts with the system rather than identifying the mode of accessing the data source.

b) receiving a data query, the data query being a single request for data access.

Clause (b) of claim 1 describes the receipt of the data query to access the current and archive databases. The data query includes the mode of access to the current and archive data sources. Horowitz does not teach or suggest receipt of the data query to access *current and archive* databases in the *independent and simultaneous* modes. Horowitz merely teaches receipt of the data query as a request for accessing one or more data sources.

c) converting the query to a format capable of facilitating access to disparate data sources in accordance with the identified mode of data access.

Clause (c) of claim 1 describes the conversion of the data query into a format by which disparate data sources can be accessed. The converted query provides access to archive and current databases in the independent and simultaneous modes. In the case of the simultaneous mode, a query is converted into two or more independent queries that access archive and current databases. Horowitz does not teach or suggest conversion of the query to a format by which disparate data sources can be accessed, based on the mode of access, i.e., *simultaneous or independent*.

Secondly, Horowitz does not teach or suggest the conversion of a query into two or more data queries, to access two or more data sources in the simultaneous mode of access. Horowitz does not teach construction of queries to access an archive database and a current database.

Horowitz merely teaches about how the customer information is used to provide suggestions/advice to the customer. Horowitz describes the formation of an opinion or the customer's impression on the basis of prior behavioral information. Horowitz thereafter teaches modification of the opinion, which is stored as customer-identification information. This modification is performed by the presentation engine as the interaction of the system with the customer proceeds over time. Horowitz thereafter teaches modification in the presentation, based on the mode of access. The presentation to be made to customers is modified according to their needs, as assessed by the mode of access. The mode of access implies the ways in which a customer communicates with the system. For example, if the

customer is below the age of 18, the system judges the customer and excludes all information from the feedback, which may be irrelevant for a person aged less than 18 years. By the modification, Horowitz teaches modification of the presentation according to the customer's preferences, and not on the basis of conversion of the data query.

Horowitz changes the query on the basis of information about the customer, and no modification or change is made to the format of the query. Horowitz does not teach the construction of separate queries for data sources and the formation of a union for accessing in the simultaneous mode.

d) routing the converted query to at least one of the plurality of data sources.

Clause (d) of claim 1 recites routing of the converted query across the archive and current databases. The converted query can be routed to either of the archive and current databases in an independent mode of access. However, the converted query is routed to both the databases in the simultaneous mode of access. In simultaneous mode, the queries formed after the conversion are routed to the archive and current databases. Horowitz does not teach or suggest routing of the converted query across archive and current databases to search for and extract relevant data. Horowitz merely teaches routing the decisions over the token that may influence the decisions further on the basis of customer behavior as well as various other applications or data sources. Horowitz then teaches routing the suggestions/feedback to the customer.

e) retrieving data from the plurality of data sources in response to the routed query.

Clause (e) of claim 1 recites the retrieval of data from the current and archive databases in the independent or simultaneous modes. However, Horowitz merely teaches the retrieval of data from data sources, based on the routed query, and does not teach or suggest the retrieval of the data from the current and archive databases in the independent and simultaneous modes.

The present invention provides the retrieval of *similar data* from *different data sources*. Horowitz does not teach the retrieval of similar data from different data sources; it merely teaches the retrieval of *different data from different data sources*.

In summary, Horowitz does not teach or suggest access to data sources in the independent or simultaneous modes. The data is not retrieved from the archive and current databases, based on the mode of access. As such, claim 1 is not taught or suggested in the cited art, and therefore, it is respectfully requested that the rejection under 35 U.S.C. § 102(b) be withdrawn.

Turning now to claim 7, attention is respectfully directed to the following features of claim 7:

a) receiving a data query.

Clause (a) of claim 7 describes receipt of the data query to access the current and archive databases. The data query includes the mode of access to the current and archive databases. Horowitz does not teach or suggest receipt of the data query to access *current and archive* databases in the *independent and simultaneous* modes. Horowitz merely teaches receipt of the data query as a request for accessing one or more data sources.

- b) constructing a first data query corresponding to the current database.
- c) constructing a second data query corresponding to the archive database.
- d) integrating the first data query and the second data query to form a union query, the union query being capable of accessing current as well as archive database.

Clauses (b), (c) and (d) of claim 7 describe the conversion of the data query into a format by which disparate data sources can be accessed. The converted query provides access to archive and current databases, in the independent or the simultaneous mode. In the simultaneous mode, a query is converted into two or more independent queries for accessing archive and current databases. Horowitz does not teach or suggest conversion of the query to a format by which disparate data sources can be accessed, based on the mode of access, i.e., *simultaneous or independent*.

Secondly, Horowitz does not teach or suggest the conversion of a query into two or more data queries, to access two or more data sources in the simultaneous mode of access. Horowitz does not teach construction of queries for accessing archive and current databases.

Horowitz merely teaches how customer information is used to provide suggestions/advise to the customer. Horowitz teaches the formation of an opinion, or the customer's impression, on the basis of prior behavioral information. Horowitz thereafter teaches modification of the opinion, which is stored as customer-identification information. This modification is performed by the presentation engine as the interaction of the system with the customer proceeds over time. Horowitz thereafter teaches modification in the

presentation, based on the mode of access. The presentation to be made to the customers is modified according to their needs, as assessed by the mode of access. The mode of access implies the ways in which a customer communicates with the system. If customers are below the age of 18, the system judges them and excludes all information from the feedback, which may be irrelevant for persons aged less than 18 years. By the modification, Horowitz then teaches modifying the presentation according to customers' preferences and not on the basis of conversion of the data query.

Horowitz changes the query on the basis of information about the customer, and no modification or change is made to the *format* of the query. Horowitz does not teach the construction of *separate queries* for data sources and the formation of a union for accessing in the simultaneous mode.

e) routing the union query to the current database and the archive database simultaneously

Clause (e) of claim 7 teaches routing of the converted query across the archive and current databases. In the simultaneous mode, the queries formed after the conversion are routed to the archive and current databases. Horowitz does not teach or suggest routing of the converted query across the archive and current databases to search for and extract relevant data. Horowitz merely teaches routing the decisions over the token that may influence decisions further, on the basis of customer behavior as well as various other applications or data sources. Horowitz thereafter teaches routing the suggestions/feedback to the customer.

f) retrieving data from the current database and the archive database.

Clause (f) of claim 7 describes the retrieval of data from the current and archive databases in the independent or simultaneous modes. However, Horowitz merely teaches the retrieval of data from the data sources, based on the routed query, and does not teach or suggest the retrieval of the data from the current and archive databases in the independent and simultaneous modes.

The present invention provides the retrieval of *similar data* from *different data sources*. Horowitz does not teach the retrieval of similar data from different data sources; it merely teaches the retrieval of different data from different data sources.

g) integrating the query results from the current and archive databases.

Horowitz does not teach or suggest the integration of query results from the current and archive databases. Horowitz merely packages goodbye and follow-up messages and sends them to the customer while logging off. Horowitz then assembles log data and sends it to the context assessment engine.

Claim 9 has been amended by incorporating the statements "*the plurality of disparate data sources comprising an archive database and a current database*" and "*at least one of*". The amended claim is directed at the concept of archive and current databases. The archive and current databases can be accessed independently in the independent mode. Further, these archive and current databases can be accessed simultaneously in the simultaneous mode.

Attention is also directed at the following features of claim 9:

a) means for identifying the mode in which data access is required, the

mode being at least one of: I) simultaneous, and II) independent access to the data sources

Clause (a) of claim 9 describes the identification of the mode of access to the data sources. The mode of access may be the independent or simultaneous mode. Horowitz does not teach or suggest the identification of the *independent or simultaneous* modes of access to the data sources. Horowitz merely teaches identification of the ways in which a customer interacts with the system rather than identification of the mode of accessing the data source.

b) means for receiving a data query, the data query being a single request for data access.

Clause (b) of claim 9 describes the receipt of the data query to access the current and archive databases. The data query includes the mode of accessing the current and archive databases. Horowitz does not teach or suggest the receipt of the data query for accessing the current and archive databases in the independent and simultaneous modes. Horowitz merely teaches the receipt of the data query as a request for accessing one or more data sources.

c) means for converting the query to a format capable of facilitating access to disparate data sources in accordance with the identified mode of data access.

Clause (c) of claim 9 describes the conversion of the data query into a format, by means of which disparate data sources can be accessed. The converted query provides

access to the archive and current databases in the independent or simultaneous modes. In the case of the simultaneous mode, a query is converted into two or more independent queries for accessing the archive and current databases. Horowitz does not teach or suggest the conversion of the query to a format, by means of which disparate data sources can be accessed, based on the mode of access, i.e., simultaneous or independent.

Secondly, Horowitz does not teach or suggest the conversion of a query into two or more data queries, to access two or more data sources in the *simultaneous mode* of access. Horowitz does not teach the construction of queries for accessing archive and current databases.

Horowitz merely teaches how customer information is used to provide suggestions/advice to customers. Horowitz teaches the formation of an opinion, or the customer's impression, on the basis of prior behavioral information. Horowitz thereafter teaches modification of the opinion, which is stored as customer identification information. The modification is performed by the presentation engine as the interaction of the system with the customer proceeds over time. Horowitz thereafter teaches modification in the presentation, based on the mode of access. The presentation to be made to the customers is modified according to their needs, as assessed by the mode of access. The mode of access indicates the ways in which customers communicate with the system. If customers are below the age of 18, the system judges them and excludes all information from the feedback, which may be irrelevant for a person aged less than 18 years. By the modification, Horowitz teaches modification of the presentation according to customers' preferences, and not on the basis of the conversion of the data query.

Horowitz changes *the query* on the basis of information about the customer, and *no modification or change is made to the format of the query*. Horowitz does not teach the construction of *separate queries* for data sources and the formation of a union for accessing in the simultaneous mode.

d) means for routing the converted query to at least one of the plurality of data sources.

Clause (d) of claim 9 teaches routing of the converted query across the archive and current databases. The converted query can be routed to either of the archive and current databases in the independent mode of access. In the simultaneous mode, the queries formed after the conversion are routed to the archive and current databases. Horowitz does not teach or suggest routing of the converted query across archive and current databases, to search for and extract relevant data. Horowitz merely teaches routing the decisions over the token, which may influence decisions further, on the basis of customer behavior as well as various other applications or data sources. Horowitz then teaches routing the suggestions/feedback to the customer.

e) means for retrieving data from the plurality of data sources in response to the routed query.

Clause (e) of claim 9 describes the retrieval of data from the current and archive data bases in the independent or simultaneous modes. However, Horowitz merely teaches the retrieval of data from the data sources, based on the routed query, and does not teach or suggest the retrieval of the data from the current and archive databases in

the independent and simultaneous modes.

The present invention describes the retrieval of similar data from different data sources. Horowitz does not teach the retrieval of similar data from different data sources; it merely teaches the retrieval of different data from different data sources.

f) means for presenting the data retrieved from the disparate sources in an integrated format.

Clause (f) describes the integration of data retrieved from the current and archive databases. Horowitz does not teach or suggest the presentation of data retrieved from the archive and current databases. Further, Horowitz does not integrate the retrieved data from the current and archive databases and merely unifies the different esthetic features of the presentation and then presents suggestions and feedback to the customer. Horowitz modifies the interaction screen, the responding voice, the presentation colors and the music.

Claim 18 has been amended by incorporating the statements" *the plurality of disparate data sources comprising an archive database and a current database*" and "*at least one of*". *The amended claim introduces the concept of archive and current databases.* The archive and current databases can either be accessed independently in the independent mode. Further, the archive and current databases can be accessed simultaneously in the simultaneous mode.

Claim 18 recites the same features as claim 1, 7 and 9 in the form of computer program products. The applicant has already shown above that claims 1, 7 and 9 are allowable. Hence, the applicant requests allowance of claim 18 as well.

Claims 2, 3 and 4 depend on claim 1, and therefore claims 2, 3, and 4 include all of the features of claim 1, including those already shown as being absent from Horowitz. In addition, it is respectfully submitted that these features are also absent in Dessloch.

Claims 8 and 10 depend on claim 7 and 9, respectively, and therefore include all of the features of claims 7 and 9, including those already shown as being absent from Horowitz. In addition, it is respectfully submitted that these features are also absent in Dessloch. Thus, it is apparent that Horowitz and Dessloch, either alone or in combination, do not teach or suggest seamless access to archive and current databases in the independent or simultaneous mode. Further, the cited art does not teach accessing these modes in an integrated form without logging separately.

Claims 12 and 13 have been amended, based on the amendments in claim 9. Claims 12 and 13 depend on claim 9. The applicant has already shown above that claim 9 is allowable. Thus, the applicant respectfully suggests that claims 12 and 13 are patentable as well.

As to claims 14-16, claim 14 has been amended by incorporating the statements "*the plurality of disparate data sources including an archive database and a current database*" and "*at least one of*". The amended claim recites the concept of the archive and current databases. These archive and current databases can be accessed independently in the independent mode. Further, the archive and current databases can be accessed simultaneously in the simultaneous mode.

.It is noted that claim 14 recites the same features as claim 1-13, in the form of an enterprise application with different words. The applicant has shown above that claims 1-

13 are in an allowable form. Thus the applicant submits that claims 14-16 are patentable as well.

Claims 15 and 16 have been amended, based on the amendments to claim 14, and thus is allowable as well.

C.3. Rejection under 35 U.S.C. § 103

In the office action, claims 5, 6, 11, 17 and 19 were rejected under 35 U.S.C. § 103(a) as being unpatentable over Horowitz in view of Dessloch

Claim 5 depends on claim 1, and therefore claim 5 includes all of the features of claim 1, including those already shown as being absent from Horowitz. In addition, it is respectfully submitted that these features are also absent in Dessloch, which merely teaches mapping of the data objects residing in disparate data sources on to a single reusable software, rather than accessing archive or current databases in the simultaneous or independent modes and modifying the search query accordingly.

Thus, it should be apparent that Horowitz and Dessloch, either alone or in combination, do not teach or suggest seamless access to the archive and current databases in the independent or simultaneous mode. Further, access to these modes in an integrated form, without logging separately, is also not taught in the cited art. As such, the features of the claim 5 would have not been obvious over Horowitz in view of Dessloch:

Claim 11 depends on claim 9, and therefore includes all of the features of claim 9, including those already shown as being absent from Horowitz. In addition, it is respectfully

submitted that these features are also absent in Dessloch, which merely teaches mapping of the data objects residing in disparate data sources on to a single reusable software rather than accessing archive or current databases in the *simultaneous or independent* modes and modifying the search query accordingly.

Thus, it should be apparent that Horowitz and Dessloch, either alone or in combination, do not teach or suggest seamless access to the archive and current databases in the independent or simultaneous modes in an integrated form, without logging in separately for each session. As such, the features of claim 11 would have not been obvious over Horowitz in view of Dessloch.

Claim 17 depends on claim 14 and therefore includes all of the features of claim 14, including those already shown as being absent from Horowitz. In addition, it is respectfully submitted that these features are also absent in Dessloch, which merely teaches mapping of data objects residing in disparate data sources on to a single reusable software rather than accessing the archive or current databases in the simultaneous or independent modes, and modifying the search query accordingly.

Thus, it should be apparent that Horowitz and Dessloch, either alone or in combination, do not teach or suggest seamless access to the archive and current databases in the *independent or simultaneous* mode in an integrated form, without logging separately for each session. As such, the features of claim 17 would have not been obvious over Horowitz in view of Dessloch.

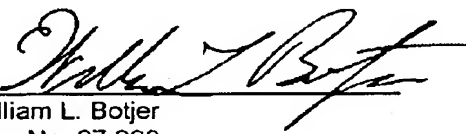
Claim 19 depends on claim 18, and therefore includes all of the features of claim 18, including those already shown as being absent from Horowitz. In addition, it is respectfully submitted that these features are also absent in Dessloch, which merely

teaches mapping of the data objects residing in disparate data sources on to a single reusable software, rather than accessing the archive or current databases in the simultaneous or independent modes, and modifying the search query accordingly.

Thus, it should be apparent that Horowitz and Dessloch, either alone or in combination, do not teach or suggest seamless access to the *archive and current* databases in an *independent or simultaneous* mode, in an integrated form without logging separately for each session. As such, the features of claim 19 would have not been obvious over Horowitz in view of Dessloch.

The reasons and responses have been provided to overcome the rejection(s) of the claims. It is respectfully submitted that the claims are now clearly patentable, and notice to that effect is earnestly solicited. If the examiner has any questions regarding this matter, the examiner is requested to telephone the applicants' attorney at the numbers listed below, prior to issuing a further Office Action.

Respectfully submitted,

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